

2004 Baldrige Regional Conferences



September 10, Chicago, IL
September 30, San Antonio, TX

Join us for a day of dynamic learning and networking with the 2003 Malcolm Baldrige National Quality Award recipients as well as Award recipients from prior years.



MEDRAD, INC. – manufacturer of vascular injection systems and magnetic resonance (MR) accessories used in diagnostic and therapeutic imaging

BOEING AEROSPACE SUPPORT – provider of aircraft maintenance, modification, repair, and spare parts; and training for aircrews and maintenance staff

CATERPILLAR FINANCIAL SERVICES CORPORATION U.S. – provides financing services to users and dealers of Caterpillar equipment and the Caterpillar Business Units

STONER, INC. – manufacturer of more than 300 specialized cleaners, lubricants, and coatings with 45 employees; the smallest business to receive the Baldrige Award

COMMUNITY CONSOLIDATED SCHOOL DISTRICT 15 – kindergarten through eighth-grade school system serving 12,390 students in northwest suburban Chicago

BAPTIST HOSPITAL, INC. – one 492-bed tertiary care and referral hospital, one 60-bed medical and surgical hospital, and an ambulatory care complex in Pensacola and Gulf Breeze, FL

SAINT LUKE'S HOSPITAL OF KANSAS CITY – not-for-profit comprehensive teaching and referral health care organization that provides 24-hour coverage in every health care discipline

Featuring a Pre-Conference Workshop for Baldrige Beginners

www.baldrige.nist.gov

2004 BALDRIGE REGIONAL CONFERENCES

Spend a day with the 2003 Baldrige Award recipients, as well as past Award recipients, learning about their best practices and performance strategies in all seven Baldrige Criteria Categories:

- Leadership
- Strategic Planning
- Customer/Market/Student/Stakeholder/Patient Focus
- Measurement, Analysis, and Knowledge Management
- Human Resource/Faculty/Staff Focus
- Process Management
- Results

Take home valuable tips for applying the Baldrige Criteria to your whole organization to improve your performance and strengthen your results.

September 10, 2004

Marriott Chicago Oak Brook, Oak Brook, IL

September 30, 2004

Adam's Mark San Antonio, San Antonio, TX

Discounts available for faculty, group, and advanced registration.

For up-to-date conference information and online registration, visit our Web site at www.baldrige.nist.gov, or call 301-975-2036 for more information.

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